



Congratulations!

New User Guide

A thin, curved orange line that starts from the right side of the 'New User Guide' text and sweeps down and to the left, ending near the bottom left corner of the slide.



Welcome to iTV-3, and congratulations on making the switch to our fiber optic network!

We look forward to bringing you crystal clear call quality, the sharpest picture, and the fastest internet speeds in the area.

It is our goal to ensure you are 100% satisfied, so please let us know if there is anything we can do to improve your experience. Should you have any problems, this guide may answer some of your questions. However, if you require additional assistance, please contact our office with one of the following methods:

Customer Service
Email: Billing Support
Email: Technical Support
Email: General Questions

(309) 670-1221 (or 611 on iTV-3 phones)
billing@itv-3.com
support@itv-3.com
info@itv-3.com

Office Hours
Mon-Fri 7am-10pm | Sat 8am-8pm | Sun 8am-10pm
On call technicians are available after-hours for technical emergencies.
Dial option 4 after-hours to be connected to an on call technician.

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Manufacturer Contacts

While we will try to go the extra mile to serve you as best we can, we cannot provide official technical support for customer supplied equipment (i.e. televisions, computers, routers, home networking, etc.).

This list of popular manufacturers and local service technicians may help you find support where we cannot provide it.

Please note: This list is provided as a convenience to you. These companies are not affiliated with iTVA or Family Video. We can make no guarantee to the quality of service these companies perform.

Television Manufacturers

| | | |
|------------|--------------|--|
| Hitachi | 800-448-2244 | www.hitachi.us |
| LG | 800-243-0000 | www.lge.com |
| Panasonic | 800-211-7262 | www.panasonic.com |
| Philips | 888-744-5477 | www.philips.com |
| RCA | 877-506-3411 | www.rca.com |
| Samsung | 800-726-7864 | www.samsung.com |
| Sanyo | 800-877-5032 | www.sanyo.com |
| Sharp | 800-237-4277 | www.sharpusa.com |
| Sony/Visio | 800-222-7669 | www.sony.com |
| Yamaha | 714-522-9105 | www.yamaha.com |

Computer Manufacturers

| | | |
|-----------|--------------|--|
| Acer | 800-816-2237 | www.acer.com |
| Apple | 800-275-2273 | www.apple.com |
| Asus | 888-678-3688 | www.asus.com |
| Compaq | 800-474-6838 | www.compaq.com |
| Dell | 800-624-9896 | www.dell.com |
| Gateway | 800-846-2301 | www.gateway.com |
| HP | 800-474-6838 | www.hp.com |
| Samsung | 800-726-7864 | www.samsung.com |
| Sony/Vaio | 888-476-6972 | www.sony.com |
| Toshiba | 800-457-7777 | www.toshiba.com |

Router Manufacturers

| | | |
|-----------------|--------------|--|
| Belkin | 877-736-5771 | www.belkin.com |
| D-Link | 800-326-1688 | www.d-link.com |
| Linksys / Cisco | 800-326-7114 | www.linksys.com |
| Netgear | 888-638-4327 | www.netgear.com |

Local Computer Repair

| | | |
|-------------------------------|--------------|--|
| Computer Deli - Peoria | 309-692-4100 | www.computerdeli.com |
| Going Green Computers - Pekin | 309-241-2229 | www.goinggreencomputers.com |
| Nerds On Call - Peoria | 309-689-3900 | www.callnerds.com |
| Staples - Pekin | 309-347-2664 | www.staples.com |

Local Television Repair

| | | |
|-------------------------------|--------------|--|
| Bulb Solutions - Peoria | 309-697-2678 | www.bulbsolutions.com |
| Larry's TV & Computer - Pekin | 309-347-2881 | N/A |
| Peoria TV Repair - Peoria | 309-265-0846 | www.peoriatelevisionrepair.com |

Frequently Asked Questions

What's so special about fiber optics?

iTV-3 is building a brand new communications network that is 100% fiber optic. This means that your data moves at the speed of light.

Fiber optics make for the perfect upgrade because everything moves digitally giving you superb HD picture quality, crystal clear voice, and super-fast Internet speeds. This is the advanced communications network you've been waiting for.

Our fiber optic network is installed completely underground so it's less susceptible to inclement weather and easier to maintain. This assures you better availability and lower prices.

Is the price promotional?

Our prices are as advertised. No tricks.

We offer promotions to new customers that will reduce the cost of your bill.

What if I have a friend that is interested in service?

Have them mention your name and address as a referral when they sign up. When they are installed, your next bill will be at half price for one month!

How does the TV service work?

iTV-3's fiber optics are brought to your home, not just to your neighborhood. From there we have multiple methods for delivering service to your television.

What does the Set Top Box (STB) do?

It allows us to bring you hundreds of Standard and High Definition TV channels all in crystal clear digital quality, at a level that only fiber optics can provide. It also provides the channel guide, control of your Digital Video Recorder (DVR), Parental Controls, and many more features that are being added all the time.

What is HD? Does it cost extra?

HD stands for High Definition and is a high quality picture that most widescreens and newer TVs can take advantage of. All of our packages include HD channels at no additional cost.

What internet speeds are available?

We offer many speeds starting at 3Mbps to over 100Mbps.

Is there a limit on how much I can download per month?

No. With iTVA you can download, stream, and browse as much as you want with no caps or ceilings.

Can I get an email account?

Yes! You can add up to 5 email addresses with your account.

What features are included with my phone service?

Voicemail, caller ID number, call waiting, call forwarding, and E911 are just some of the features that come standard with your phone service. See Page 30 for details.

Will my phones still work if the power goes out?

With our battery backup, a corded phone will still function for up to 12 hours after the power goes out.

CALL BEFORE YOU DIG.

*Prior to digging in your yard
call 811 for JULIE.
It's the law.*

811
Know what's below.
Call before you dig.

All my services are down.

Check your battery backup.
Some installations require a battery backup.



If it becomes unplugged for any reason, your service will be interrupted in 8-12 hours once the battery has drained.

Check your fiber line if you have been recently installed.

I'm still having issues.

- First two lights are **green**
- First light is **amber**
- All lights are off
- Last light is **amber or red**
- If you recently were installed, you may have a line of fiber exposed. Our team will bury this line within 7-10 days of installation. If it has already been buried, do not attempt to tamper with or unbury it.
- Normally, walking on or driving on the cable will not damage it.
- If you notice that your cable has become damaged (for example, by animal, weather, lawnmower, etc.) do not attempt to touch it. Please contact Technical Support immediately.
- Contact Technical Support. We will be happy to assist you.

I have a line of fiber in my yard.

If you recently were installed, you may have a line of fiber exposed. Our team will bury this line within 7-10 days of installation. If you notice that your cable has become damaged, please contact Technical Support.

My bill is higher than normal.

Depending on the promotion you receive, your bill may be reduced by up to half for the first few months. During this promotion, your bill will seem like it is higher than normal; the state of Illinois requires us to show the full charges for all services provided. However, we pay for a large part of the bill—at the bottom of your bill you will notice a line that says "ITV-3 Promotion" that covers the other half of your bill.

Please note that Video on Demand content, international calls, bounced check fees and 411 informational calls can add additional charges to your bill. If you feel you are being billed incorrectly, please don't hesitate to call us.

I wish to pay or review my bill online, or set up AutoPay.

You may do this at our website at www.itv-3.com (click on MyITV-3, then sign in with your website login).

Account Info: Shows which package you are currently signed up with, as well as when your next bill runs.

Account History: Shows your recent bills, recent payments, and how much you currently owe.

Make a Payment: Allows you to make a payment via check or credit card.

AutoPay: Allows you to set up automatic payments via check or credit card.

* This option will save you \$5 a month!

Contact Us: Sends an email to our support staff for any questions you may have.

I don't have a dial tone.

Ensure no phones are off the hook.

- If one is off the hook, you will not receive a dial tone.
- Be sure and set cordless phones back on the base station to charge.

Reset all phones.

- Unplug all phones from the wall jack.
- Wait one minute. Plug all phones back in.
- If this does not work, unplug all phones from the wall jack.
- Wait one minute. Plug only one phone in. This will help verify if there is another phone on your line causing an issue.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I have static on my line.

Try a different phone.

- Plug a different phone into the same wall jack.

Try a different wall jack.

- Move the phone to a different wall jack.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I do not seem to be receiving calls.

Confirm that you are receiving a phone call.

- If you have an alternate phone such as a cell, call your home phone to ensure that the phone does not actually ring.

Check the ringer volume or mute button.

- Ensure that the ringer volume on the phone is at an audible level. The location of this setting will vary depending on your device.
- Some phones are equipped with a Ringer Mute button. Ensure this is not active.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

High Definition Television

Stunning high definition television with Dolby Digital sound.

- Over 300 available channels
- Over 100 available High Definition channels
- Crystal clear, High Definition video is included
- Movies on demand
- All digital, uncompressed video quality, all of the time
- DVR allows you to easily record your favorite shows
- Pause, rewind, and play back live TV at the touch of a button
- Over 50 fully digital music channels available

High Speed Internet

True broadband that you don't share with your neighbors.

- 100% Fiber Optic network, faster than Cable, LTE and DSL
- Unlimited usage, no metering
- Connection is always on
- Not shared with your neighbors
- True and dedicated 10 and 25 Mbps, up to 1000Mbps
- Low ping times optimized for gamers

Phone Service

Crystal clear sound and free, unlimited calling to anywhere in the US and Canada.

- Advanced features included: call waiting, call forwarding, and more!
- Unlimited calling within US/Canada with Unlimited phone package
- Keep your existing number
- Caller ID
- Works with your existing phones
- Battery back-up available: your phone works even during a power outage

Essential TV

| | | |
|---------------------------------------|---------------------------------|-----------------------------|
| 127 A&E Network | 65 EWTN | 545 Nickelodeon HD |
| 527 A&E Network HD | 465 EWTN HD | 203 OWN |
| 141 ABC Family Channel | 196 Food Network | 105 Oxygen |
| 541 ABC Family Channel HD | 596 Food Network HDTV | 22 Pekin Government Access |
| 208 AMC | 182 Fox News Channel | 68 Pivot TV |
| 608 AMC HD | 582 Fox News Channel HD | 168 Pivot TV HD |
| 168 Animal Planet | 84 Fox Sports 1 | 74 QVC |
| 568 Animal Planet HD | 484 Fox Sports 1 HD | 474 QVC HD |
| 188 BBC America | 92 Fox Sports Midwest | 61 Shop NBC |
| 189 BBC World News North America | 492 Fox Sports Midwest HD | 461 Shop NBC HD |
| 137 BET | 122 FX | 50 Smile of a Child |
| 89 Big Ten Network | 522 FX HD | 136 Spike TV |
| 489 Big Ten Network HD | 86 Golf Channel | 536 Spike TV HD |
| 125 Bravo | 486 Golf Channel HD | 135 Syfy |
| 525 Bravo HD | 101 Hallmark Channel | 535 Syfy HD |
| 69 BYU TV | 501 Hallmark Channel HD | 66 TBN |
| 469 BYU TV HD | 195 HGTV | 55 TBN Enlace USA |
| 88 CBS College Sports | 595 HGTV HD | 466 TBN HD |
| 488 CBS Sports HD | 162 History | 120 TBS |
| 126 Chiller | 562 History HD | 520 TBS HD |
| 217 CMT | 181 HLN | 52 The Church Channel TCC |
| 184 CNBC | 581 HLN HD | 161 The Learning Channel |
| 584 CNBC HD | 60 Home Shopping | 561 The Learning Channel HD |
| 180 CNN | 169 Hub | 73 The Weather Channel |
| 580 CNN HD | 67 inspirational Network | 573 The Weather Channel HD |
| 316 CNN International | 51 Jesus Christ Television JCTV | 64 The Word |
| 93 Comcast SportsNet Chicago | 63 Jewelry Television | 121 TNT |
| 94 Comcast SportsNet Chicago Plus | 463 Jewelry Television HD | 521 TNT HD |
| 494 Comcast SportsNet Chicago Plus HD | 103 Lifetime Movie Network | 205 Travel Channel |
| 490 Comcast SportsNet HD | 503 Lifetime Movie Network HD | 605 Travel Channel HD |
| 493 Comcast SportsNet Plus HD | 102 Lifetime Television | 129 TV Land |
| 131 Comedy Central | 502 Lifetime Television HD | 124 USA Network |
| 531 Comedy Central HD | 84 MLB Network | 524 USA Network HD |
| 70 CSPAN | 484 MLB Network HD | 220 VH1 |
| 71 CSPAN2 | 23 Morton Government Access | 620 VH1 HD |
| 72 CSPAN3 | 21 Morton Public/Local Access | 59 WAOE UPN |
| 160 Discovery Channel | 183 MSNBC | 459 WAOE UPN HD |
| 560 Discovery Channel HD | 583 MSNBC HD | 25 WEEK NBC |
| 139 Disney Channel | 210 MTV | 425 WEEK NBC HD |
| 539 Disney Channel HD | 610 MTV HD | 9 WGN America |
| 140 Disney Jr. | 230 Mun2 | 409 WGN America HD |
| 540 Disney Jr. HD | 166 National Geographic | 19 WHOI ABC |
| 142 Disney XD | 566 National Geographic HD | 419 WHOI ABC HD |
| 542 Disney XD HD | 80 NBC Sports | 20 WHOI CW+ |
| 130 E! Entertainment Television | 480 NBC Sports HD | 31 WMBD CBS |
| 530 E! HD | 81 NFL Network | 431 WMBD CBS HD |
| 75 ESPN | 481 NFL Network HD | 48 WTVP Create |
| 475 ESPN HD | 83 NHL Network | 47 WTVP PBS HD |
| 79 ESPN2 | 483 NHL Network HD | 447 WTVP World |
| 479 ESPN2 HD | 147 Nick Jr. | 43 WYZZ FOX |
| 106 Esquire | 145 Nickelodeon | 443 WYZZ FOX HD |

I cannot send or receive email.

Check your webmail.

- You may check your email at <http://webmail.itv-3.com>.
- If you are using a program such as Outlook, please see the "I want to set up email on third-party email software" section below.

Ensure that your mailbox is not full.

- There is a bar underneath the "Zimbra" icon at the top left of your screen. This bar measures how much space is left. If your email address is full the bar will be colored in.
- To make more space, log into your webmail and delete old emails as well as empty trash to clear space.
- To empty your trash, rightclick the "Trash" icon on the left and select "Empty Trash". If you empty your Trash, it is permanently deleted, freeing up space in your inbox.

My emails are duplicating in my third party program.

Your email is set up to leave copies of the message on the server.

- Please visit <http://support.microsoft.com> for more information on setting up Outlook, Outlook Express, Windows Mail or Windows Live Mail.
- For information on how to set up any other email client, please contact the manufacturer.

Setting up email in a third party program

iTV-3 email works with third party programs via a POP3 connection, however our technical support is limited for these programs. If these steps do not help you, please contact the manufacturer for technical support for these programs.

Server Information

- Account Type: POP3
- Display Name: The name you wish to display on outgoing email.
- E-mail: Your full @itv-3.com email address.
- Incoming mail: mail.itv-3.com Port: 110
- Outgoing mail: mail.itv-3.com Port: 25
- Username: Your full @itv-3.com email address.
- Password: Your email address password.
- Requires unsecure (no ssl) outgoing authentication.

Outlook Express, Windows Mail, and Windows Live Mail

- Click Tools, then Accounts. Click Add on the right side, then Mail.
- For Windows Mail or Live Mail, click the Accounts tab, then Email.
- Click Tools, then Email Accounts. Click Add.
- If prompted, select to Manually Configure Settings.
- Select POP3 server.

Apple Mail

- Click File, then Add Account.

Thunderbird

- Click Tools, then Account Settings, then Add Account.
- Select Email Account, then click Next.

Incredimail

- Click Tools, then Accounts. Click Add on the right side.
- Choose "Let me Configure Settings Myself"

Troubleshooting: Net

I cannot connect to the internet.

iTV-3 does not support customer supplied devices (such as routers and switches, or repairing computer problems), and as such our technical support on these products is limited, however we are happy to go the extra mile to assist you or locate someone who can.

Check your connection to your router.

- Try restarting the device.
- Verify the connection between the device and your router. Ensure that all Ethernet cables are firmly connected. Verify that the router is powered on.
- If you are connecting to your router wirelessly, ensure that you are connected.
- Some laptops may have a wireless (WLAN) switch on the front or side, or a wireless button on or near the keyboard. Make sure this is set to the ON (or blue) position.
- For more information on how your network is set up, please contact a local computer expert, or contact Technical Support.

Try performing a power cycle.

- Unplug the power to your router (and modem, if applicable).
- Turn off all devices. Wait one minute.
- Plug the power back into your router (and modem, if applicable). Wait one minute.
- Power all devices back on.

If you have a router, try bypassing it.

- Unplug the Ethernet cable from your router and plug it directly into your computer.
- If this works, the problem may lie in your router. Please contact your local computer support technician.
- If this does not work, restart your computer. If you are still having issues, please contact Technical Support.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I cannot connect to my wireless internet.

If you can connect a hard-wired computer to the internet, but not connect wirelessly, this is likely an issue with your wireless router or the wireless device.

- ITV-3 cannot support troubleshooting for this issue.
- Please contact the manufacturer for technical support.
- If you do not have the manufacturer contact information, please see Page 43, or contact Technical Support.

Check your email online anywhere, anytime.

- Go to our website at www.itv-3.com and click Check Your Email at the bottom. Login with your username and password.
- When prompted for username, type in the beginning of your email address. For example, if your email is joesmith@itv-3.com your user name would be "joesmith".
- If you require an email login, please contact Technical Support.

Essential+ TV

| | | |
|--------------------------------------|-----------------------------------|--------------------------------------|
| 775 AXS TV | 204 Fit TV | 476 ESPN News HD |
| 215 BET Gospel | 206 TCM | 478 ESPN U HD |
| 314 Bloomberg | 207 FXM | 487 SEC Network HD |
| 315 Boomerang | 211 MTV 2 | 488 CBS College Sports HD |
| 144 Cartoon Network | 212 MTV Hits | 528 truTV HD |
| 544 Cartoon Network HD | 213 MTV Jams | 544 Cartoon Network HD |
| 88 CBS College Sports | 215 BET Gospel | 564 Investigation Discovery HD |
| 488 CBS College Sports HD | 216 CENTRIC | 565 Science HD |
| 216 CENTRIC | 218 CMT Pure Country | 567 NAT Geo Wild HD |
| 132 Cloo | 219 Great American Country | 586 Fox Business Network HD |
| 218 CMT Pure Country | 221 VH1 Classic Rock | 602 Destination America HD |
| 185 CNBC World | 222 VH1 Soul | 606 TCM HD |
| 301 Crime & Investigation Network | 223 MTVTr3s | 625 Palladia |
| 701 Crime & Investigation Network HD | 300 Military History | 701 Crime & Investigation Network HD |
| 202 Destination America | 301 Crime & Investigation Network | 702 FYI HD |
| 602 Destination America HD | 302 FYI | 703 H2 HD |
| 197 DIY Network | 303 H2 | 704 Hallmark Movies HD |
| 76 ESPN News | 304 Hallmark Movies | 709 Tennis Channel HD |
| 77 ESPN Classics | 306 Fox College Sports (Atlantic) | 710 Outdoor HD |
| 78 ESPN U | 307 Fox College Sports (Central) | 711 ReelzChannel HD |
| 476 ESPN News HD | 308 Fox College Sports (Pacific) | 717 Wealth Television HD |
| 478 ESPN U HD | 309 Tennis Channel | 755 Velocity Channel HD |
| 204 Fit TV | 310 Outdoor Channel | 760 Universal HD |
| 85 Fox Sports 2 | 311 ReelzChannel | 775 AXS TV |
| 186 Fox Business Network | 313 GSN | 776 HDNet Movies |
| 306 Fox College Sports (Atlantic) | 314 Bloomberg | 948 Stingray, Your Musical Universe |
| 307 Fox College Sports (Central) | 315 Boomerang | 50 Music Channels |
| 308 Fox College Sports (Pacific) | 317 Wealth Television | |

Showtime / TMC

| | | |
|--------------------|---------------------|--------------------------|
| 800 FLIX | 809 Showcase | 817 SHO Women |
| 802 SHO | 810 Showcase HD | 819 The Movie Channel |
| 804 SHO HD | 811 SHO Beyond | 820 The Movie Channel HD |
| 805 SHO Extreme | 813 SHO Family Zone | 821 TMC XTRA |
| 806 SHO Extreme HD | 815 SHO 2 | 822 TMC XTRA HD |
| 807 SHO Next | 816 Showtime 2 HD | |

Starz / Encore

| | | |
|---------------------|---------------------|----------------------------|
| 830 Encore | 842 Encore Family | 856 Starz Comedy HD |
| 832 Encore HD | 844 Encore Westerns | 858 Starz Edge |
| 834 Encore Action | 850 Starz | 860 Starz Edge HD |
| 836 Encore Black | 851 Starz HD | 862 Starz in Black |
| 838 Encore Classics | 852 Starz Cinema | 864 Starz Kids & Family |
| 840 Encore Mystery | 854 Starz Comedy | 866 Starz Kids & Family HD |

HBO

| | | |
|-------------|----------------------|-------------------|
| 900 HBO | 904 HBO Family | 908 HBO Comedy |
| 901 HBO HD | 905 HBO Family HD | 909 HBO Comedy HD |
| 902 HBO 2 | 906 HBO Signature | 910 HBO Zone |
| 903 HBO2 HD | 907 HBO Signature HD | 911 HBO Zone HD |

Cinemax

| | | |
|------------------|--------------------|-----------------|
| 920 Cinemax | 926 ThrillerMax | 932 OuterMax |
| 921 Cinemax HD | 927 ThrillerMax HD | 933 OuterMax HD |
| 922 MoreMax | 928 5StarMax | 934 AtMax |
| 923 MoreMaxHD | 929 5StarMax HD | 935 AtMax HD |
| 924 ActionMax | 930 WMAX | |
| 925 ActionMax HD | 931 WMAX HD | |

The diagram and list provide a brief description of remote control features for Entone boxes.

Please note that your remote may vary slightly from the one pictured, although the layout is identical.

1. **TV** – Puts remote control in TV mode.
2. **STB** – Puts remote control in STB mode.
3. **POWER** – Switches the power on/off for the currently selected device. Switches STB to power on/standby mode.
4. **AUX** – Selects to control AUX device.
5. **FAST REVERSE** – Starts fast reverse for VOD / DVR / live channel.
6. **REPLAY** – Replays the last 30 seconds of programming. Skips 12 hours backward in guide.
7. **PLAY** – Play button for VOD / DVR / live channel.
8. **STOP** – Stop button for VOD / DVR / live channel.
9. **RED / DVR** – Shortcuts to DVR Menu (if available).
10. **GREEN / LIVE** – Shows the currently playing live channel.
11. **MENU** – Shows the on-screen menu
12. **OPTION** – Changes the size of the screen/screen aspect.
13. **ARROW KEYS** – Navigates right, left, up, down in the Guide and menus..
14. **BACK** – Backspaces inside of a text field.
15. **GUIDE** – Shows the Guide.
16. **VOL + / -** – Increases or decreases volume of the currently selected device.
17. **MUTE** – Turns the volume of the currently selected device off.
18. **NUMBER KEYS** – Allows direct access to specific channels and menu items.
19. **INPUT** – Changes the current A/V input of the selected device.
20. **FAST FORWARD** – Starts fast forward for VOD / DVR / live channel
21. **SKIP** – Goes to next movie chapter for VOD. Skips 12 hours forward in guide.
22. **PAUSE** – Pause button for VOD / DVR / live channel
23. **RECORD** – Records live channel
24. **BLUE / VOD** – Shortcuts to Movies On Demand.
25. **YELLOW / MEDIA** – Shortcuts to My Library.
26. **INFO** – Shows on-screen information about the current TV / VOD / DVR program.
27. **OK** – Executes the currently selected menu option.
28. **EXIT** – Exits all currently opened menus and returns to Live TV.
29. **CH UP/DOWN** – Changes channel up or down.
30. **LAST** – Switches to last channel viewed.
31. **CC** – Enables or disables closed captioning on the TV.

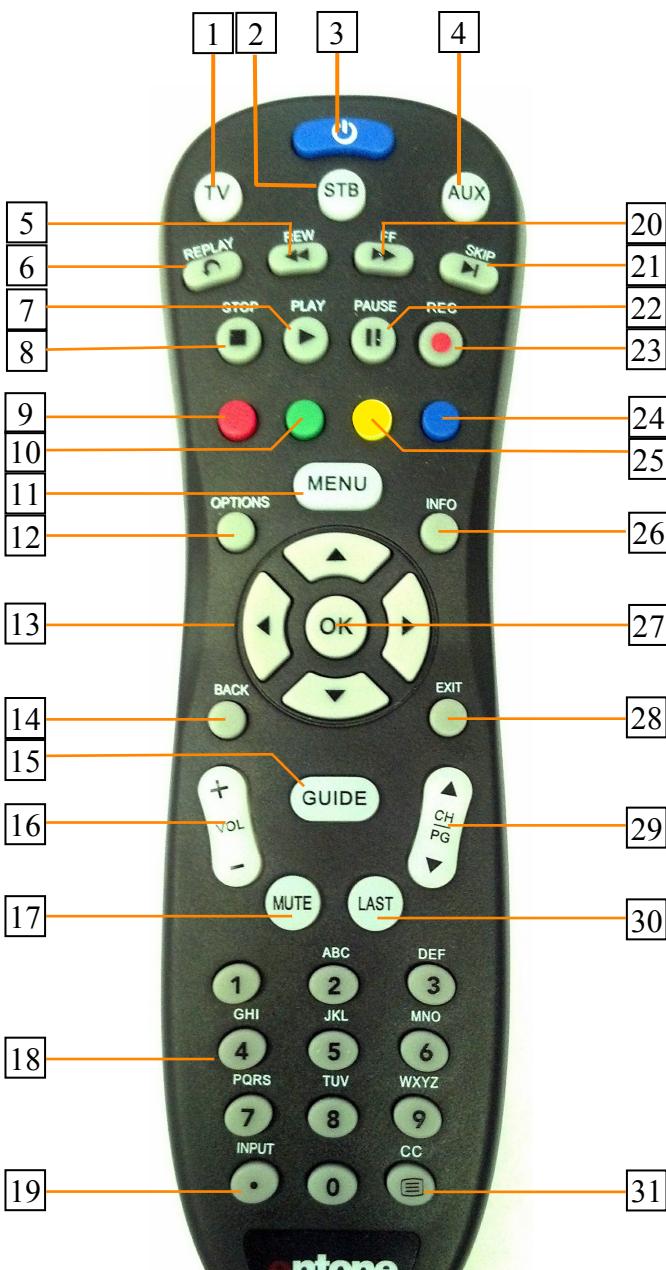
To

program your remote to a new TV: see Pages 31-35.

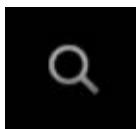
Remember to always use fresh AA Alkaline batteries to ensure remote control performance. Never re-use old batteries.

| | | | | | |
|-----------------------------------|---------------------|------------|--|----------|------------|
| DVD - DVD-DVR/VCR Combo | CambridgeSoundWorks | JVC | 2097, 2073, 2029, 2006, 2000, 2024 | Toshiba | 2084 |
| JVC 4004, 4113, 4128, 196 | 4144 | Kenwood | 2019, 2072, 2044, 2089, 2099, 2012 | Venturer | 2036 |
| DVD - TV/DVD/Tuner Combo | Classic | Linn | 2085 | Yamaha | 2040, 2076 |
| Panasonic 4143 | Coby | Magnavox | 2013, 2085 | | |
| Polaroid 4069 | Denon | Marantz | 2008, 2013, 2085, 2056 | | |
| Sony 4127 | Emerson | | | | |
| DVD - TV/DVD Combo | Insignia | | | | |
| Aiwa 4077 | JBL | | | | |
| Akai 4088, 4129 | JVC | Mitsubishi | 2080 | | |
| Apex 4124 | 4123, 4064, 4195 | NAD | 2095 | | |
| Audiovox 4229 | Koss | Nakamichi | 2033 | | |
| Broksonic 4088, 4173 | Onkyo | Onkyo | 2067, 2017, 2002, 2057, 2100, 2065 | | |
| Coby 4089 | Panasonic | Optimus | 2070, 2054 | | |
| Cytron 4116 | Philips | Panasonic | 2008, 2088, 2058, 2007, 2051, 2066 | | |
| Diamond Vision | Pioneer | Philips | 2085, 2096, 2047 | | |
| 4075 | RCA | Pioneer | 2070, 2048, 2062, 2074, 2030, 2027, 2022, 2049 | | |
| Emerson | Samsung | Polk Audio | 2050 | | |
| Ilo 4066 | 4135, 4146 | Quasar | 2008 | | |
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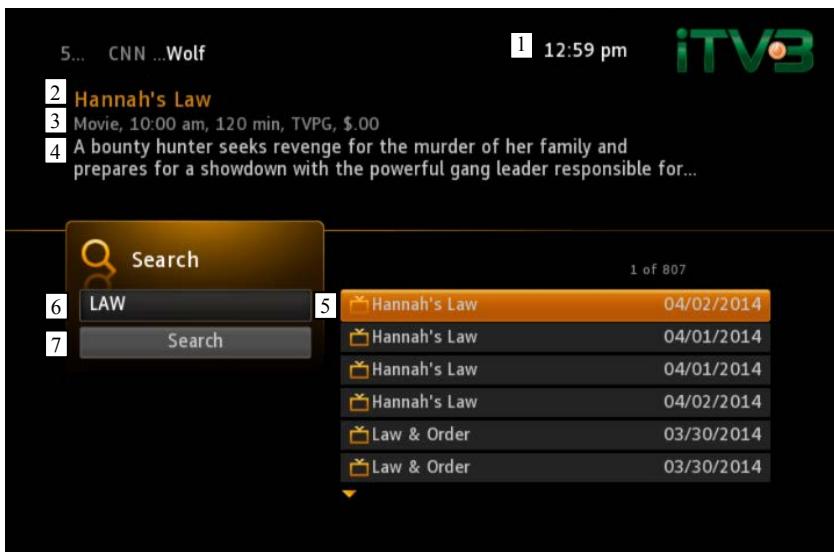
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| NEC | 0149 | Fujitsu | 0252, 0049, 0260, | Contec | 0097 | KlossNova | 0182, 0143 |
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| Akai | 0201 | Apex | 0249, 0264 | Hrmn/Krd | 0122 | Portland | 0239, 0308 |
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| | | Bradford | 0182, 0097 | Infinity | 0122 | Radio Shack | 0014, 0097, 0169 |
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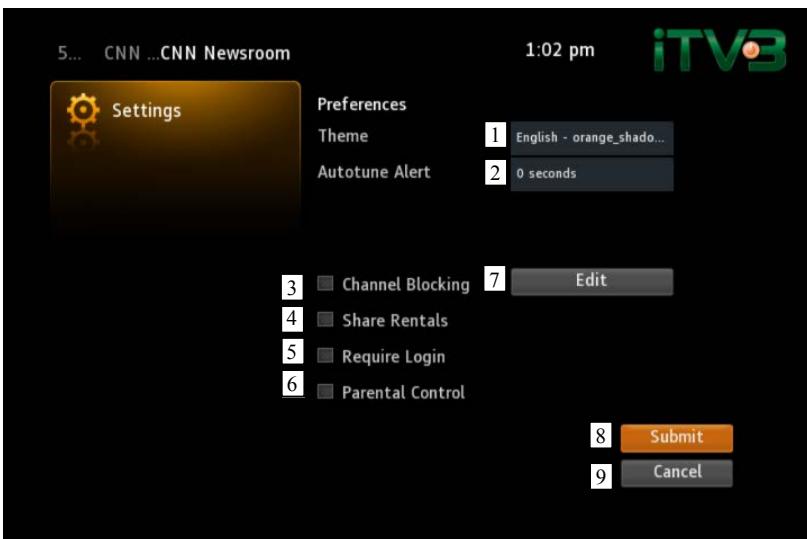
Opens the Search menu. Find shows quickly and easily by searching by name, actors or description. See a preview of the channel and read information about the show, set a reminder to tune in the channel at a certain time, or set your DVR to automatically record the show so you can watch later.



- 1. Time:** Displays the current time.
- 2. Selected Program Name:** Displays the name of the currently selected program.
- 3. Selected Program Airtime:** Displays the channel, date and time that the currently selected program will air.
- 4. Selected Program Information:** Displays a short description of the currently selected program.
- 5. Search Results:** Shows the results of the last search. Press OK on any of these to set up automatic scheduling such as recording or autotune.
- 6. Search Box:** Press OK on the Search Box to open a keyboard where you can type in the name of any program to search for. You may enter the whole name or part of a name and Search will look at the title, actors, and the description of the program. (For example, to find the movie Groundhog Day, you could enter "Groundhog Day", "Groundhog", "Bill Murray" or even "Punxsutawney Phil".)
- 7. Search Guide:** Begins a search on the Guide for the words entered in the Search Box.



Opens the Settings menu. From here you can change various options that affect your viewing experience such as Parental Controls and aesthetic themes.



- 1. Theme:** Changes the aesthetic theme of the menu and guide. **Changing this option will cause the STB/DVR to reboot.**
- 2. Autotune Alert:** Sets the time before the STB changes to a scheduled Autotune channel (see Page 18 for more details).
- 3. Channel Blocking:** Allows specific channels to be removed from view.
- 4. Share Rentals:** Allows rentals purchased on one user to be viewed by all users on a STB.
- 5. Require Login:** Requires user login on startup.
- 6. Parental Control:** Activates Parental Controls on this box (see Page 24 for more details).
- 7. Edit Channel Blocking:** Changes which specific channels are removed from view when Channel Blocking is enabled.
- 8. Submit:** Saves changes made and applies them, returning to live TV.
- 9. Cancel:** Ignores all changes made and exits, returning to live TV.



Entone: Programming

These instructions are provided to help you program your Entone remote to control your TV, DVD or VCR.

As part of your installation process we program your remote to work with your TV; however, if you receive a new remote or TV you may require these directions to program your remote to work with the new device.

1. Locate the device code for your desired device in the table provided in the appendix below. If you cannot find the device code for your device or it does not work after trying the listed device codes for your device brand, there is an auto search method that can also be found below.
2. Turn on your device and with media inserted (if applicable, for a VCR/DVD player and the like).
3. On the remote control, press a device mode key for 5 seconds (i.e., "TV" or "AUX"). The device mode key will light up.
- NOTE: Use the "AUX" mode key to program control of VCR, DVD player, cable box, satellite set-top-box and audio device.
4. Enter the four-digit device code for your device. If you perform this procedure correctly, the selected device mode key backlight will blink twice. NOTE: If you enter an invalid device code, the selected device mode key will fast blink 7 times. Device program mode will be terminated.
5. Aim the remote control at your device and press the "POWER" once. The device should be turned off. If it does not respond, repeat the above steps.

If your device does not respond to the remote control after trying all devices codes listed for your brand, or if your brand is not listed at all, try searching for your device code as follows:

1. Power on the device and on the remote control, press a device mode key (i.e., "TV" or "AUX") and hold for 5s. The device mode key will light up.
- NOTE: Use the "AUX" mode key to program control of VCR, DVD player, cable box, satellite set-top-box and audio device.
2. Press the "POWER" key once and aim your new remote at the device.
3. Press either the "CHANNEL UP" key or "CHANNEL DOWN" key to do device auto-scan.
4. In this search mode, the remote control will send IR codes from the library in 5 second intervals. The device key will be on and blink every 5 seconds while in the device scan mode.
5. If the device turns off, a working code has been found. Press "OK" once to lock in the code. The selected mode key will blink twice.

Entone Device Codes

| TELEVISIONS | Panasonic | 0311, 0012 | Sears | 0184 | Zenith | 0018 |
|--------------------------------------|--------------------------|---------------------------|-------------------------------------|------------------|-------------------------------|--------------------|
| TV - Digital TV | Philips | 0192, 0303, 0000, 0244 | TV - HDTV Projection Monitor | | TV - LCD Projection TV | |
| Samsung 0163 | Proscan | 0138 | Panasonic | 0215, 0299, 0310 | Epson | 0247 |
| Zenith 0165 | RCA | 0138, 0158, 0140, 0262 | Pioneer | 0010, 0058 | LG | 0207 |
| TV - HD Plasma Display | Sampo | 0055 | Zenith | 0091 | Panasonic | 0033 |
| RCA 0242, 0262 | Sharp | 0198 | Panasonic | 0196 | Sony | 0243, 0053, 0292 |
| TV - HDTV | Sony | 0236, 0035, 0043, 0231 | Sony | 0236 | TV - LCD HDTV | TV - LCD TV |
| Apex 0083 | | | Akai | 0108 | Akai | 0270 |
| Daewoo 0267 | Zenith | 0103, 0105 | ILO | 0059 | Audiovox | 0205, 0003, 0150 |
| Hitachi 0091 | TV - HDTV Monitor | | Benq | 0028 | | |
| ILO 0094 | Brilliant | 0184 | Olevia | 0142 | Coby | 0306 |
| JVC 0071 | Panasonic | 0161 | Polaroid | 0212 | Dell | 0070, 0256, 0230 |
| Mitsubishi 0111, 0238, 0013, 0147 | Philips | 0217 | Syntax | 0142 | Emerson | 0115 |
| | RCA | 0282 | Westinghouse | 0021 | Emprex | 0134 |

My STB/DVR is not responding.

| | |
|--|---|
| Check the light on the front of the STB/DVR. | <ul style="list-style-type: none"> STB has a blue ring or green dot on front The STB/DVR has power. STB has a red ring or dot on front The STB/DVR has power but is off. Press the POWER button. STB has no lights on front The STB/DVR does not have power. Check the power cable. |
| Is the remote set to control the STB/DVR? Press the Channel Up button on your remote and watch the top row of buttons. | <ul style="list-style-type: none"> The STB button lights up The remote is correctly set to STB mode. Any other button lights up The remote is not in STB mode. Press the STB button once. No buttons light up The remote's batteries may be depleted. Change the batteries. |
| I'm still having issues. | <ul style="list-style-type: none"> Be sure to point the remote directly at the STB, not your TV. Restart the STB by unplugging the AC power cable, waiting 30 seconds, and plugging it back in. Contact Technical Support. We will be happy to assist you with this problem. |

My remote does not control my TV.

Is the TV powered?

*There are many TV models, so these instructions may not be specific. Please consult your TV's instruction manual.

| | |
|--------------------|---|
| Is the TV powered? | <ul style="list-style-type: none"> TV has a blue or green light on front The television is powered. TV has a red or amber light on front The television may be on standby. Press the POWER button. TV has no light on front The television may be off or is not receiving power. Press the POWER button and check the power cable. |
|--------------------|---|

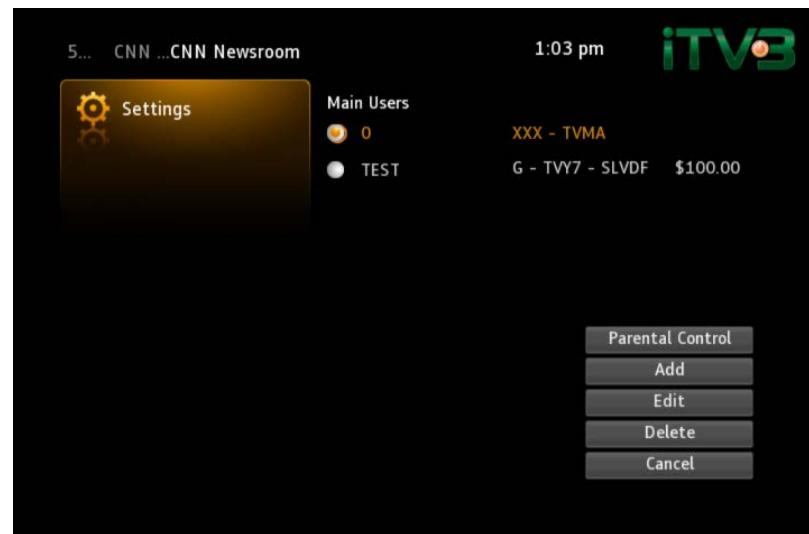
Is the remote properly programmed to the TV?

| | |
|--|---|
| Is the remote properly programmed to the TV? | <ul style="list-style-type: none"> If you have recently replaced your remote or TV, the remote may not be properly programmed to control the TV. For more extensive remote programming instructions, see Page 31. |
| I'm still having issues. | <ul style="list-style-type: none"> Be sure to point the remote directly at the STB, not your TV. Contact Technical Support. We will be happy to assist you with this problem. |

| User | Password | PIN |
|--------------|----------|-----|
| Primary User | | |
| | | |
| | | |
| | | |
| | | |
| | | |

| TV Location | STB/DVR Input |
|-------------|---------------|
| | |
| | |
| | |
| | |
| | |
| | |

Your set top box/DVR can be set up to have multiple users on it. Each user can have its own set of Favorites and Parental Controls.

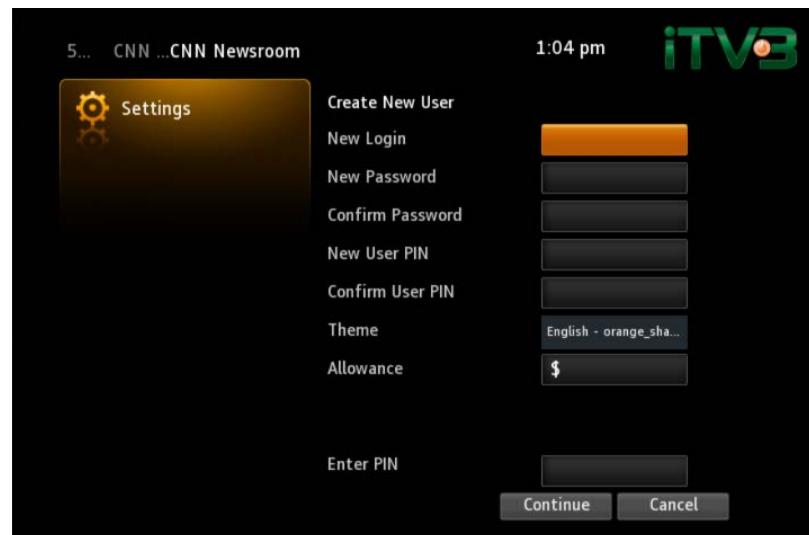


Add: Adds a new user to the STB/DVR.

Edit: Edits the currently selected user (requires PIN).

Delete: Deletes the currently selected user (requires PIN).

Parental Control: Opens the Parental Control settings for the selected user (see Page 24).



New Login: The name of the user.

Password: The login password of the user. **Note that this is different from the primary user PIN.**

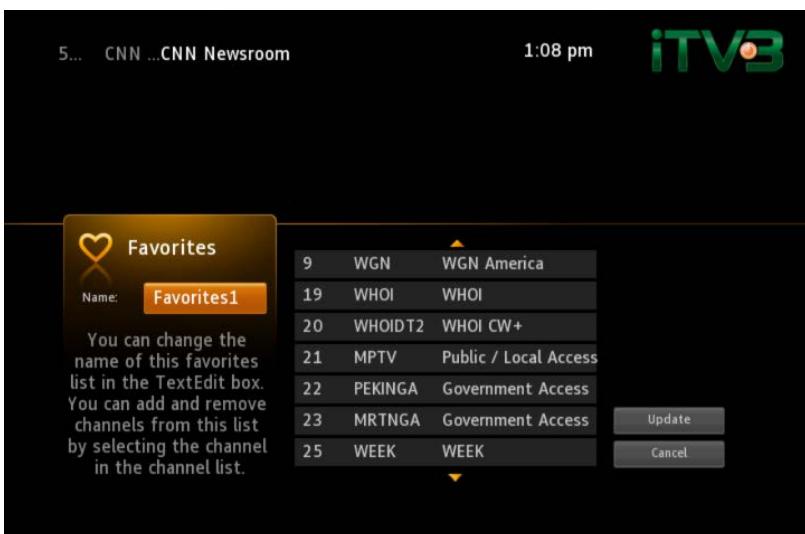
Theme: The preferred aesthetic theme of the menu and guide.

Allowance: The monthly allowance for VoD and PPV content.

Enter PIN: The primary user's PIN, required to create or edit users.



Opens the Favorites menu. Setting Favorites allows you to set a specific list of channels that will appear on your guide—for example, you could set a “Kids Choice” favorite list with Disney, Nickelodeon, and Cartoon Network, and only these channels will be displayed.



Select your preferred channel favorites from the list on the left. Channels with a symbol will be included in your Favorites list.

Pressing the Guide button while the Guide is already open will cycle the Guide Filter.



All: Shows all channels, even ones you don't subscribe to. Channels you do not subscribe to will say "Video Signal Blocked"

Subscribed: Shows only channels you subscribe to in your current package.

HD: Shows only HD channels in your current package.

PPV: Shows only PPV channels.

The Guide Filter will also cycle through your Favorites list (as shown on the left) to only show your favorite channels.



Troubleshooting: TV

I have no picture.

- STB has a **blue** ring or **green** dot on front The STB/DVR has power.
- STB has a **red** ring or dot on front The STB/DVR has power but is off. Press the POWER button.

Check the light on the front of the STB/DVR.

- STB has no lights on front The STB/DVR does not have power. Check the power cable. Is the STB/DVR plugged into an outlet controlled by a light switch?

Is the TV powered?

*There are many TV models, so these instructions may not be specific. Please consult your TV's instruction manual.

- TV has a **blue** or **green** light on front The television is powered.

- TV has a **red** or **amber** light on front The television may be on standby. Press the POWER button.
- TV has no light on front The television may be off or is not receiving power. Press the POWER button and check the power cable.

Is your screen blue or snowy?

Ensure the TV is set to the proper input.

Check the next page to find out which input your TV is set to.

Press the INPUT button on your remote to cycle video input.

- Change the TV channel to 03.
- If you still cannot view your content, change the TV channel to 04.
- If this still does not work, continue to the next troubleshooting step.

- One input does not work A television may have more than one input. Continue to press the Input button to cycle through them. Your STB/DVR is likely connected to one of the HDMI ports.

- No inputs work Check the cable going from your television to your STB/DVR. Make sure it fits snugly inside the ports on both the box and the television.

I'm still having issues.

I'm missing channels on my Guide.

Not all channels are available on some packages.

- Your current television package should be reflected on your bill.
- You can check channel listings and package information at www.itv-3.com.

Press the Guide button to open the Guide. Directly above the date, you can view your current channel filter.

- Filter says All or Subscribed You are currently viewing the guide normally. Contact Technical Support.

- Filter does not say All or Subscribed The Guide is currently filtering channels to only show channels set as Favorites. Press the Guide button repeatedly to change the filter to All, Subscribed, HD, or PPV. See Page 20 for more details.

Accessing voicemail for the first time

- Contact Technical Support to set up your personalized voicemail number.
- Dial your voicemail number.
- You will hear a message that says "the person at this extension is not available". Press the * key before this prompt ends.
- Type in the password you provided.
- Press 0, then 1 to change the opening greeting.

Note: If you changed the opening recording to dead air or nothing, press * before it beeps (usually 2 seconds after you dial the last number of your voicemail number). Press 0, then 1 to re-record your greeting.

Accessing your voicemail after the first time

- Dial your voicemail number.
- Press the * key before your greeting ends.
- Type in the password you provided.

1 - Check New Messages

- 5 Repeat current message
- 7 Delete current message
- 8 Forward current message
- 9 Save current message

2 - Change Folders

3 - Advanced Options

5 - Leave a message

0 - Mailbox/Greeting Options

- 1 Record message to play when unavailable
- 2 Record message to play when phone is busy
- 3 Record your name
- 4 Record temporary greeting
- 5 Change voicemail password
- * Return to the main menu

N11 Codes

| | |
|--------------------------------|--|
| 4-1-1 - Directory Assistance | Search directory assistance (\$2.00/call). |
| 6-1-1 - Customer Service | Dials iTV-3 customer/technical service. |
| 7-1-1 - TDD relay for the deaf | Relay service to translate speech to TDD. |
| 8-1-1 - JULIE Locate | Free service for underground utility info. |
| 9-1-1 - Emergency services | Contacts emergency services. |

I want to set up call forwarding.

Enabling call forwarding

- Dial *72, then the 10-digit number you wish to forward to.
- Test the forwarding to make sure it was enabled correctly.

Disabling call forwarding

- Dial *73. This will disable call forwarding.

Phone Packages and Pricing

| | All Incoming Calls | Outgoing Calls to IL | Outgoing Calls to US/Canada | International Calls | Additional Line |
|-----------------------|--------------------|--|-----------------------------|---------------------|-----------------|
| Metered Phone | Free | 2.9¢/min. | 4.9¢/min. | Varies | \$9.95/mo. |
| Unlimited IL | Free | Free | 4.9¢/min. | Varies | \$19.95/mo. |
| Unlimited US/Canada | Free | Free | Free | Varies | \$29.95/mo. |
| International Calling | Free | Please call the office or check our website for pricing. | | | |

My Voicemail Number

Voicemail Password

List name:

List name:

List name:

List name:



Opens the Guide, which shows a listing of all currently playing programs as well as programs for up to seven days from the current day. You can also set reminders to let you know when your favorite shows are playing, and if you have DVR service, record programs automatically as new episodes premiere.



- 1. Time:** Displays the current time.
- 2. Selected Program Name:** Displays the name of the currently selected program.
- 3. Selected Program Airtime:** Displays the time that the currently selected program will air.
- 4. Selected Program Information:** Displays a short description of the currently selected program. The logo will appear where closed captioning is available.
- 5. Current Channel:** Displays the currently playing channel. The program currently playing will display in the top left corner.
- 6. Current Program:** Displays the name of the currently playing program.
- 7. Guide Filter:** Displays the current guide filter (see page 16).
- 8. Guide:** The current selection is highlighted in blue.

This show is set to record. It will automatically begin recording when the episode begins playing.

This show is set to record as a series. All episodes of this series will be recorded. This show is set to record.

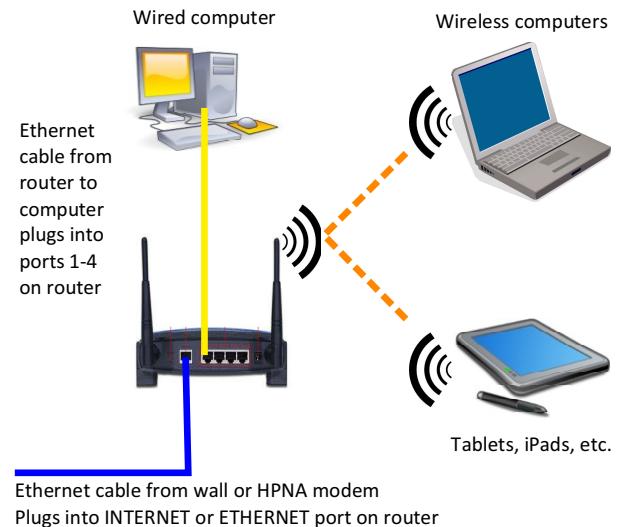
The show is set to record as a series but this specific episode will be skipped.

This is a new (or live) episode of this series.

This show is scheduled to Autotune. When the episode begins playing, the STB/DVR will automatically change channel to the program.

This show is scheduled as a Reminder. When the episode begins playing, a message will appear on the STB/DVR to remind you the program is being aired.

iTV-3 service works with wireless routers, however we cannot provide technical support for these products. This short guide is meant as a general step-by-step to setting up a wireless router with our service. For more information, please refer to your product's instruction manual or contact the manufacturer for technical support for these programs.



Setting up wireless internet

Consult your device's installation guide for more information on this process.

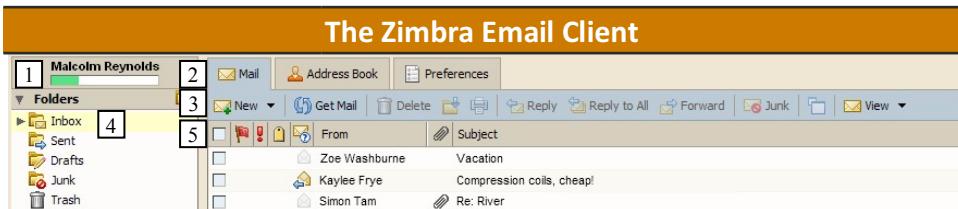
Generally, your device will come with a setup CD that can be run on a computer that is attached via ethernet to your router. Running this CD will set up a wireless password on your network. **ITV-3 cannot and does not keep record of your wireless password. Please note your wireless settings below.**

| Wireless Network Name (SSID) | Wireless Password (Encryption Key) | Encryption Type |
|------------------------------|------------------------------------|---|
| | | <input type="checkbox"/> WEP <input type="checkbox"/> WPA <input type="checkbox"/> WPA2 |

Setting up Email

Contact Customer Support to add a new email account. You may have up to 5 email accounts.

Check your email at <http://webmail.itv-3.com> or by clicking Check your Email on our website.



1. Displays the currently logged in user. The green bar represents how full your mailbox is—if it fills completely you will be unable to receive new mail. Empty your trash frequently to avoid this (see below).

2. Zimbra Features. Click a tab to open a Feature.

Email - Read, send, and sort email.

Address Book - Create and manage multiple address books.

Preferences - Manage preferences such as signatures and color schemes.

3. Email commands.

New - Create a new email message.

Get Mail - Refreshes your inbox. If you are expecting an email and it has not arrived yet, click this button.

Delete - Deletes the selected email. Delete old emails often to clean up your Inbox.

Reply/Reply All/Forward - Opens the appropriate dialogue for handling email.

Junk - Marks the email as Junk, forwarding similar email to the Junk folder.

4. Folders.

Inbox - Received mail.

Sent - Sent mail.

Drafts - Mail that has been created but not yet sent.

Junk - Mail that has been deemed as Junk (or spam).

Trash - Deleted mail. **To empty your Trash, rightclick on it and select Empty Trash.**

5. Email list. Defaults to show the Inbox. Doubleclick on an email to read it. An email with a paperclip signifies that the email has an attachment.

Setting up Outlook, Windows Live Mail, etc.

Server Information

- Account Type: POP3
- Display Name: The name you wish to display on outgoing email.
- E-mail: Your full @itv-3.com email address.
- Incoming mail: mail.itv-3.com Port: 110
- Outgoing mail: mail.itv-3.com Port: 25
- Username: Your full @itv-3.com email address.
- Password: Your email address password.
- Requires unsecure (no ssl) outgoing authentication.

Pressing OK will select the highlighted program, bringing up the following menu.



Schedule Event: Opens the menu below for specific event scheduling.

Record Program: Schedules the program to record. It will automatically begin recording when the episode begins playing.

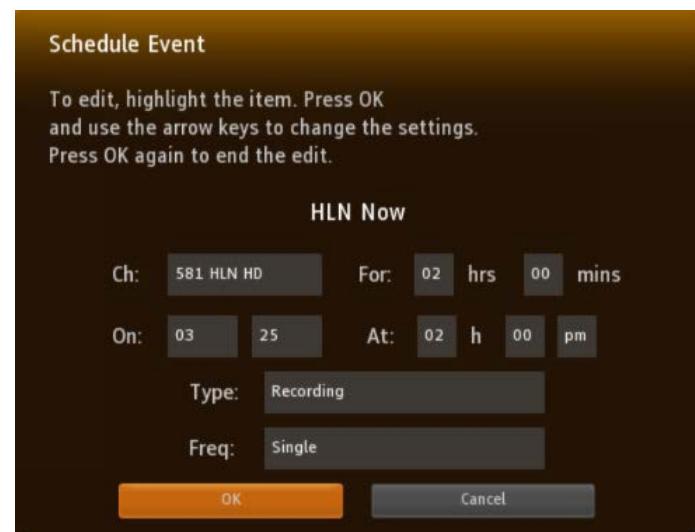
Record Series: Schedules the program to record as a series. All episodes of this series will be recorded.

Set Reminder: Sets a reminder for the show. When the episode begins playing, a message will appear on the STB/DVR to remind you the program is being aired.

Set Autotune: Schedules the program to Autotune. When the episode begins playing, the STB/DVR will automatically change channel to the program.

Expanded Info: Shows a full description of the selected program.

Cancel: Returns to the Guide.



The Schedule Event menu allows you more specific control on scheduling events. You can set an event to record or autotune daily, weekly, or monthly at a specific time.



Opens the Movies on Demand menu. The Movies on Demand menu contains a large list of rentable movies, events and music playlists for your selection, in addition to a free On Demand selection.

And the Winner Is **Events** **Free On Demand** **HD** **Movies**

New Release

Alien Boy: The Life and Death of James Chasse (2014) 1h, 30m Documentary/... NR \$4.99 / 2 days

ALIEN BOY: THE LIFE AND DEATH OF JAMES CHASSE - ALIEN BOY examines the actions of the police officers responsible for the death...

Cast James Chasse, Sam Adams, Randy Moe, Karl Brimner

In Theaters Now

Search Free Only

Each movie or event has a different price for rental which is shown next to the title of the movie or event.

Content is available for 24 hours from purchase unless otherwise specified.

Rentals and PPV charges will appear on your next month's bill.

THE TV PARENTAL GUIDELINES

THE RATINGS

Audience: indicates the audience for which a television program is appropriate.



Content Label: indicates a show may contain higher levels of violence, sex, adult language, or suggestive dialogue.

The Content Labels

TV Parental Guidelines may have one or more letters added to the basic rating to let parents know when a show may contain violence, sex, adult language or suggestive dialogue.

D - suggestive dialogue (usually means talks about sex)

L - coarse or crude language

S - sexual situations

V - violence

FV - fantasy violence (children's programming only)



All Ages 2 and Older

Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2-6. These programs are not expected to frighten younger children. TV-Y Examples: Sesame Street, Dora the Explorer, Max and Ruby, Team Umizoomi



Parental Guidance Suggested

This rating signifies that the program may be unsuitable for younger children without the guidance of a parent. Many parents may want to watch it with their younger children. Various game shows and most reality shows are rated TV-PG for their suggestive dialog, suggestive humor, and/or coarse language.

TV-PG Examples: Everybody Loves Raymond, Seinfeld, Adventure Time, The Simpsons



Directed to Children 7 and Older

Shows with this rating may not be appropriate for some children under the age of seven. They may contain crude or suggestive humor, mild fantasy violence, or content too frightening to be shown to children less than seven years of age. TV-Y7-FV is an alternate version for shows with notably more fantasy violence.

TV-Y7 Examples: Spongebob Squarepants, iCarly, Avatar: The Last Airbender

TV-Y7-FV Examples: Ben 10, Power Rangers, G.I. Joe, Transformers, Thundercats, Justice League



Parents Strongly Cautioned

These programs contain material that many parents would find unsuitable for children under 14. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under 14 watch unattended.

TV-14 Examples: Saturday Night Live, House, Family Guy, Futurama, CSI, Grey's Anatomy



General Audience

Shows that can be enjoyed by a variety of age groups. Networks that air informational, religious, how-to, or otherwise generally inoffensive content usually apply a TV-G rating to all of their shows.

Examples: Most cooking shows, gardening shows, home repair shows



Mature Audience Only

These programs are specifically designed for adults and are unsuitable for children under 17. The program may contain graphic violence, strong language, nudity or sexual content.

TV-M Examples: South Park, Nip/Tuck, Dexter, The Shield, Game of Thrones

The television industry is pleased to provide the TV Parental Guidelines as a public service and welcomes your feedback. The TV Parental Guidelines Monitoring Board handles public comments and information on the rating system. For more information on the TV Parental Guidelines, please visit their website at www.tvpguidelines.org.

Parental Control Guide

iTV-3 provides over 300 channels of television and thousands of Video on Demand choices. With so many programs and movies from action-packed thrillers to nature documentaries to the evening news, it's becoming harder for parents to monitor what their children are watching. iTV-3 provides a parental control option to help parents control what their children may view.

ENABLING PARENTAL CONTROLS

Use this set of instructions to enable parental controls on your set top boxes.

- Press the Menu button on your remote.
- Select "Settings".
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Select "Users", then "Parental Control".
- Change the settings as desired (see "Parental Controls Settings", below).
- Select "Submit". This will save your settings.
- Select "Preferences".
- Navigate to the "Parental Control" option. Press OK to check it.
- Select "Submit". This will save your settings.
- Press Exit to close the menu. You now have enabled parental controls.

PARENTAL CONTROLS SETTINGS

This box explains the different Parental Control settings available.

- Movie Rating: The highest Video on Demand content the user can view.
- TV Rating: The highest TV content the user can view.
- Unlock Timer: Primary User Only. If set, you may press Menu and select "Control On" to unlock Parental Controls for this amount of time.
- Unrated Programs: Primary User Only. This will block all unrated programs.
- Specific content may also be blocked using the boxes below. Navigate your cursor to the option you wish to block and press the OK button to select it.

To temporarily disable parental controls (Primary User only):

- Press the Menu button on your remote.
- Select "Control On".
- Enter your password for the primary user (default: 0). This will temporarily disable parental controls. You will be required to re-enter your password after the amount of time set for the Unlock Timer (see Parental Control Settings, above).

To change users (if using Multiple User Parental Lock):

- Press the Menu button on your remote. Select "Log Out".
- This will log the current user out. You will need to select a new user and enter their password to continue viewing.

MULTIPLE USER PARENTAL LOCK

Use this set of instructions to have different parental controls on each TV.

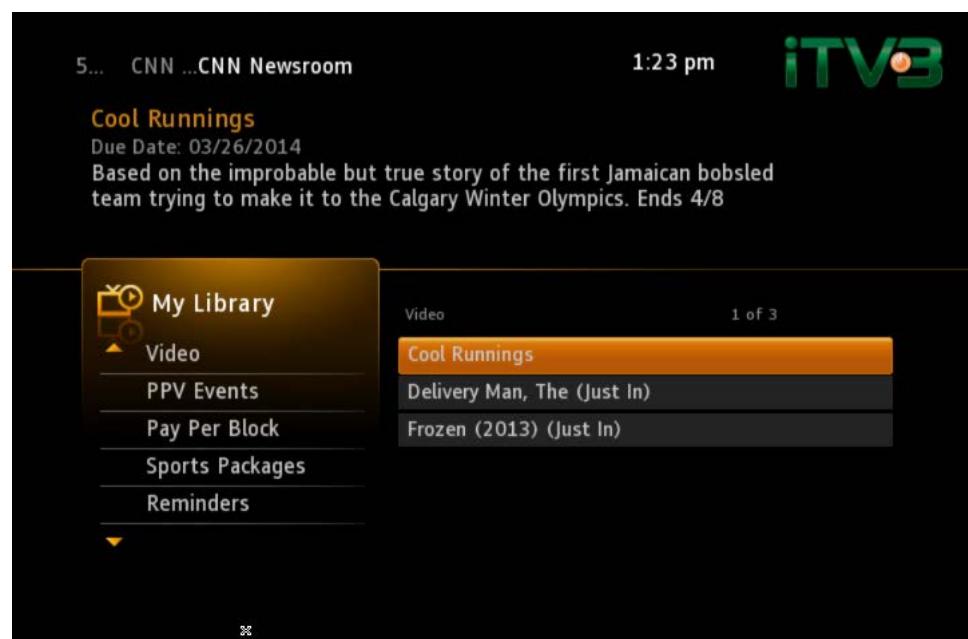
- Press the Menu button on your remote.
- Select "Settings".
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Select "Preferences".
- Navigate to the "Parental Control" option. Press OK to check it.
- Navigate to the "Require Login" option. Press OK to check it.
- Select "Submit". This will save your settings.
- You now have enabled parental controls.

UNLOCKING PARENTAL CONTROLS

Use these instructions to temporarily disable parental controls or change users.



Opens the Library menu.



From here, you can quickly access rented videos and events, as well as check scheduled reminders and Autotunes.

Messages from iTV-3 will also appear in the Library. You will receive service notifications here, as well as when new content is added.



Opens the DVR menu. From here you can record your favorite shows, even if you aren't home, so you never have to worry about missing your favorite episodes.



1. **Time:** Displays the current time.

2. **DVR Space Used:** Displays the percentage of hard drive used. **When this reaches 100% you will be unable to record new programs.** Delete old and unwanted programs to free up space.

3. **Series Recording Folder:** Recording a series creates a folder for that series. Selecting the folder will open it so you can select individual episodes to view.

4. **Single Episode Recording:** A single recording. Highlight the recording and press OK to view or delete the recording.

5. **Recordings:** Shows a list of currently saved recordings.

6. **To Record:** Shows a list of currently scheduled recordings, including series recordings.

7. **Schedule Priority:** Shows a list of currently scheduled recordings, including series recordings, in the order that they will be recorded. In the event that more than two recordings coincide, programs higher on this list will be recorded. From this list, you may adjust the priority of scheduled recordings, as well as delete scheduled recordings.

8. **Schedule Event:** Shows a list of specifically scheduled recordings, when a time, date and duration is specified instead of an episode.

9. **Record History:** Shows a history of previous recordings. Shows recording start and stop date/times, as well as deletion start/stop times.

Setting a DVR to record

- Highlight your selection in the Guide, and press the "REC" or [®] button. You should see a red dot appear next to your selection.

Recording an entire series

- To record the entire series, highlight your selection in the Guide, and press the "REC" or [®] button twice. You should see a red dot with a + next to it.
- To record only new episodes (new episodes are marked with a star next to the name), highlight your selection in the Guide, and press the "OK" button. Select Edit Recording, and change the "Episodes" option to "New Only".
- From the Edit Recording menu, you can also set the recording to begin early or end late, or limit the number of recordings of up to 10 episodes.
- To skip a particular episode in a series, press the REC or [®] button on an episode that is set to record as a series (has the icon next to it). The icon will turn grey , skipping that episode.

Playing a previous recording

To play a recording, select it under Recordings, then select Play Recording to play or resume a previously recorded program.

Deleting a recording

To delete a recording, select it under Recordings, then select Delete Recording.

Please note that **once you delete a recording it is permanently removed.** Technical Support cannot retrieve deleted recordings.